

## Why a strategic plan? Why now?

Throughout its history, King County departments have had many strategic plans to guide their operations. For the first time, King County has worked closely with those inside and outside of government to create a single countywide plan.

The hundreds of stakeholders who provided input agreed that our fiscal reality requires that the county



focus on a clear set of priorities to better serve the public. Their collective vision is the basis for my blueprint for reform of King County government. The strategic plan represents a significant effort to work collaboratively towards the same goals over a five-year period.

### The plan is intended to:

- Communicate the county's vision and show our intended direction and emphasis over the next five years
- Signify our commitment to customer satisfaction
- Inform policy, operational and budget decisions and connect them to the overall community goals
- Provide a structure to ensure accountability and strategic management of county programs and services

### Priorities for year one:

- Set standards and expectations for the immediate improvement of customer service
- Build lasting regional partnerships
- Stabilize the long-term structural budget problem by clearly defining King County service levels and giving voters choices
- Build a culture of performance
- Empower our workforce and work together as One King County

### Vision Statement

King County: a diverse and dynamic community with a healthy economy and environment where people and businesses have the opportunity to thrive.

### Mission Statement

The mission of King County government is to provide regional leadership and fiscally responsible, high-quality core services for a healthy, safe, and vibrant community.

### Guiding Principles

The following guiding principles are values that reflect our beliefs about the roles and responsibilities of our county government:

**Collaborative** – We work together effectively within the organization and in collaboration with other governments, private entities and community partners.

**Service-oriented** – We listen and respond to our customers in a culturally responsive way and prioritize their satisfaction as we do our work.

**Results-focused** – We establish community driven goals, measure our performance, and report to the public on our success in meeting those goals.

**Accountable** – We are responsive and transparent to the public in our roles, functions and actions as individuals and as a government.

**Innovative** – We are creative, learn from experience and results, and seek out new and efficient ways to solve problems and serve the public.

**Professional** – We uphold the high standards, skills, competence, and integrity of our professions in doing the work of King County government.

**Fair and Just** – We serve all residents of King County by promoting fairness and opportunity and eliminating inequities.

## Priorities and goals

### Priorities for the next five years

#### ***Justice and Safety***

Support safe communities and accessible justice systems for all.

- Keep people safe in their homes and communities
- Ensure fair and accessible justice systems
- Ensure offending individuals are appropriately detained or sanctioned
- Decrease damage or harm in the event of a regional crisis

#### ***Health and Human Potential***

Provide equitable opportunities for all individuals to realize their full potential.

- Increase the number of healthy years that residents live
- Protect the health of communities
- Support the optimal growth and development of children and youth
- Ensure a network of integrated and effective health and human services is available to people in need

#### ***Economic Growth and Built Environment***

Encourage a growing and diverse King County economy and vibrant, thriving and sustainable communities.

- Support a strong, diverse and sustainable economy
- Meet the growing need for transportation services and facilities throughout the county
- Shape a built environment that allows communities to flourish
- Preserve the unique character of our rural communities in collaboration with rural residents

#### ***Environmental Sustainability***

Safeguard and enhance King County's natural resources and environment.

- Protect and restore water quality, biodiversity, open space, and ecosystems
- Encourage sustainable agriculture and forestry
- Reduce climate pollution and prepare for the effects of climate change on the environment, human health, and the economy
- Minimize King County's operational environmental footprint

#### ***Service Excellence***

Establish a culture of customer service and deliver services that are responsive to community needs.

- Improve our customers' satisfaction with King County
- Build a culture of performance and improve the effectiveness and efficiency of county programs, services, and systems
- Foster an ethic of working together
- Increase access to King County services, personnel, and information



#### ***Financial Stewardship***

Exercise sound financial management and build King County's long-term fiscal strength.

- Keep the county's cost of doing business down, including keeping growth in costs below the rate of inflation
- Plan for the long-term sustainability of county services
- Provide the public with choices about which services King County delivers within existing resources and for which services they would like to provide additional funding

#### ***Public Engagement***

Promote robust public engagement that informs, involves, and empowers people and communities.

- Expand opportunities to seek input, listen, and respond to residents
- Empower people to play an active role in shaping their future
- Improve public awareness of what King County does

#### ***Quality Workforce***

Develop and empower King County government's most valuable asset, our employees.

- Attract and recruit a talented county workforce
- Develop and retain quality employees
- Utilize employees in an efficient, effective, and productive manner